

## **Frequently Asked Questions**

### **1. What should I bring to register?**

- a. If your child is eligible to enroll please bring: Photo ID, current utility bill with name and address, and class registration form.

### **2. How can I sign up for the City of Sunnyvale Super Safari Preschool Program?**

- a. Contact the registration office at (408) 730-7350. Please check in with registration staff prior to enrolling to ensure space is available. If no space is available your child may be placed on the wait list.

### **3. How can I visit or observe the classroom before signing up my child?**

- a. Contact Raquel Christopher, Preschool Coordinator, at (408) 730-7523. All preschool site tours will be schedule for at least two weeks out from the time the Preschool Coordinator is contacted. A parent and potential student are welcome.

### **4. How many students are in each class?**

- a. There is a maximum of 20 children in each class.

### **5. What is the ratio of students to teachers?**

- a. With the maximum participant number set at 20 there are two teachers per class. However, Lion Cubs has three teachers designated to the class.

### **6. Does my child have to be completely potty trained?**

- a. Children MUST be potty trained by the first day of the program in order to stay in the class. If they are not trained and are having frequent accidents they will have to be dropped from the class.

### **7. Do parents have to participate/help in the classroom?**

- a. No

### **8. What education do teachers have?**

- a. All preschool teachers are required to have a minimum of 12 units in Early Childhood Education.
- b. All preschool staff has completed a background check (fingerprinting), TB test and drug test. They are also CPR/AED/First Aid certified.

### **9. Why are some classes only 2 ½ hours, or 3 hours?**

- a. Lion Cubs and the Giraffes classes are offered at a shorter time to provide the young child with an initial preschool experience and an opportunity for socialization. Tigers, Kinder Prep, and Cheetahs classes meet for a longer time period to offer more opportunities for learning and skill development in preparation for Kindergarten. We feel this schedule allows for a rich balance of the home and school environment.

### **10. What type of curriculum do you teach?**

- a. We are a play-based preschool. We believe in teaching our children through play and instilling a love of learning in each child. We emphasize process and not product in all of our activities.
- b. We teach children the building blocks so that they can be successful when they move on to Kindergarten. Skills such as taking turns, personal space, fine motor skills, letter recognition, social skills and many more.

**11. What is your discipline policy?**

- a. Children need clear, consistent, and appropriate limits on behavior. Because of our commitment to developing a positive sense of self-esteem, and independent responsible and caring behavior on the part of the children, we set limits for each child, focusing on not hurting oneself or others, and respecting everything in the physical environment. We set up the environment to minimize the necessity of limits, and share control with the children in the decision making process. Our primary goal is to help the child develop inner discipline or self-control. If a child's behavior is inappropriate or unsafe, our first course of action is positive redirection and problem solving. If these are not successful, we may remove a child from an area or limiting access to materials for a brief time until the child is more in control and able to respond to or follow safety guidelines.
- b. If your child is having difficulty in this area, the teachers will be in regular communication with you.

**12. Can I cancel at any time during the preschool year?**

- a. If you wish to withdraw your child from the Super Safari Preschool program, you MUST submit in writing your intent to withdraw, including the last day your child will attend. In addition, you must come into the Community Center to submit a REFUND REQUEST form with original receipt at least two (2) weeks BEFORE your child's last day. If you request is received within the required minimum notice, we will pro-rate and refund any days remaining in the month that you are unable to attend. If we do not receive your written notification within the required two (2) week period, your refund will be forfeited. As a reminder, the \$100 registration fee is non-refundable and non-transferable. Please note, there is a \$10 processing fee per transaction for ALL refunds.

**13. What day of the month are monthly payments due?**

- a. Monthly payments are due by the 15<sup>th</sup> calendar of each month, with the final payment being due on April 15.